Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	35	(US-6625651-$ or US-6460036-$ or US-6446076-$ or US-6430496-$ or US-6401085-$ or US-6327574-$ or US-6195651-$ or US-6697824-$ or US-6587851-$ or US-6581069-$ or US-6430562-$ or US-6370231-$ or US-6345281-$ or US-6311162-$ or US-5999908-$ or US-5956024-$ or US-5966695-$ or US-5943652-$ or US-5848403-$ or US-5764953-$ or US-5737728-$ or US-5682421-$ or US-6574621-$ or US-6389400-$ or US-6020883-$ or US-5914951-$).did. or (US-5734890-$ or US-5895450-$).did. or (US-20030009430-$ or US-20020035501-$ or US-20030069797-$ or US-20020065700-$ or US-20010049619-$ or US-20020082988-$ or US-20020178019-$).did.	US-PGPUB; USPAT	OR	OFF	2004/03/17 12:39
S2	0	S1 and ((pitch or tone or stress$2) near2 voice)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/17 12:40
S3	0	S1 and ((pitch or tone or stress$2) near4 voice)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/17 12:40
S4	0	S1 and ((pitch or tone or stress$2) near4 (voice or speech or speaking))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/17 12:41
S5	877	database and ((client or customer) same (request$3 near3 (service or product))) and ((gaug$3 or determin$3 or guess$3 or infer$4 or calculat$3 or generat$3 or find$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 15:31

S6	384	(database and ((client or customer) same (request$3 near3 (service or product))) and ((gaug$3 or determin$3 or guess$3 or infer$4 or calculat$3 or generat$3 or find$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 15:28
S7	237	((database and ((client or customer) same (request$3 near3 (service or product))) and ((gaug$3 or determin$3 or guess$3 or infer$4 or calculat$3 or generat$3 or find$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul$3 or appointment)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 15:28

| S8 | 220 | (((database and ((client or customer) same (request$3 near3 (service or product))) and ((gaug$3 or determin$3 or guess$3 or infer$4 or calculat$3 or generat$3 or find$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul$3 or appointment)) and server | US-PGPUB; USPAT; EPO; JPO; IBM_TDB | OR | ON | 2004/03/10 15:28 |
| S9 | 220 | ((((database and ((client or customer) same (request$3 near3 (service or product))) and ((gaug$3 or determin$3 or guess$3 or infer$4 or calculat$3 or generat$3 or find$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul$3 or appointment)) and server) and (network or internet or LAN or WAN) | US-PGPUB; USPAT; EPO; JPO; IBM_TDB | OR | ON | 2004/03/10 15:29 |

S10	48	(((((database and ((client or customer) same (request$3 near3 (service or product))) and ((gaug$3 or determin$3 or guess$3 or infer$4 or calculat$3 or generat$3 or find$3 or get) with (sensitivity or sensitive or mood or moodiness or satisfaction or satisfied or dissatisfaction or dissatisfied or behavior or happiness))) and ((technician or crew or staff or repairman or repair?man or "repair man" or (person near1 (repair or fix or fixit or fix?it)) or (service adj provider) or mechanic) same (locality or local or location or proximity or nearby or nearness or nearest or closest or closeby or close?by or closeness or address))) and (schedul$3 or appointment)) and server) and (network or internet or LAN or WAN)) and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:44
S11	23778	(customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:45
S12	6393	((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request$3)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:45
S13	261	(((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request$3)) and (schedul$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man"))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:47

S14	253	((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request$3)) and (schedul$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man"))) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:48
S15	98	(((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request$3)) and (schedul$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man"))) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)) and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:49
S16	87	((((((customer near2 (service or satisfaction or relationship or dissatisfaction or satisfied or dissatisfied or mood or sensitivity))) and (customer with request$3)) and (schedul$3 same (appointment or visit or technician or mechanic or repairman or repair?man or "repair man"))) and (location or local or locality or proximity or distance or nearness or nearest or nearby or near?by or closest or closeness)) and @ad<="20000630") and (database or data?base)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/10 16:49
S17	4215	((customer or client) near3 (satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 15:08
S18	444	((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 14:54

S19	206	(((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and (database or data?base)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 14:55
S20	11	(((((customer or client) near3 (sensitivity or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and (database or data?base)) and ((technician or mechanic or repairman or repair?man or "repair man" or (service near2 provider)) same (schedul$3 or appointment))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 14:56
S21	207	(gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) with ((customer or client) near3 (satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 15:16
S22	213	(gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:21
S23	92	((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:22

S24	70	(((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and (database or data?base)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 15:20
S25	38	((((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) with ((customer or client) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant))) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and (database or data?base)) and @ad<="20010629"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 15:20
S26	211	(gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:22
S27	108	((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:23

S28	76	(((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<="20010629"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:23
S29	59	(((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<="20000630"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:24
S30	37	((((gaug$3 or discern$3 or calculat$3 or estimat$3 or measure or evaluat$3 or apprais$3) near3 (customer or client or caller or user) near3 (sensitivity or satisfaction or satisfied or mood or temperament or disposition or "frame of mind" or happy or happiness or pleased or pleasant)) and ((voice with (pitch or tone or volume or raised or raising)) or keywords or key?words or "key words" or behavior or pattern)) and @ad<="20000630") and (database or data?base or schedul$3 or appointment or technician or mechanic or repairman or repair?man or "repair man")	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/11 16:24
S31	16421	(707/10 707/1 707/2 707/3 707/104$3 705/1 705/8 705/9 705/10 705/11).ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/12 10:03

S32	12699	((707/10 707/1 707/2 707/3 707/104$3 705/1 705/8 705/9 705/10 705/11).ccls.) and (database or data?base)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/12 10:03
S33	553	(((707/10 707/1 707/2 707/3 707/104$3 705/1 705/8 705/9 705/10 705/11).ccls.) and (database or data?base)) and ((technician or mechanic or personnel or repairman or repair?man or "repair man" or (service adj provider) or caregiver or care?giver or doctor or nurse) same (schedul$3 or appointment))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/12 10:06
S34	25	((((707/10 707/1 707/2 707/3 707/104$3 705/1 705/8 705/9 705/10 705/11).ccls.) and (database or data?base)) and ((technician or mechanic or personnel or repairman or repair?man or "repair man" or (service adj provider) or caregiver or care?giver or doctor or nurse) same (schedul$3 or appointment))) and ((customer or client or user or patient) with (mood or demeanor or temper or temperament or behavior or ((tone or raised or raising) near1 voice) or disposition or sensitivity or satisfaction or satisfied) with (gaug$3 or measur$3 or deriv$3 or discern$3 or calculat$3 or estimat$3 or evaluat$3 or apprais$3))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/03/12 10:22

S35	35	(US-20010049619-$ or US-20020035501-$ or US-20020065700-$ or US-20020082988-$ or US-20020178019-$ or US-20030009430-$ or US-20030069797-$).did. or (US-5682421-$ or US-5734890-$ or US-5737728-$ or US-5764953-$ or US-5848403-$ or US-5895450-$ or US-5914951-$ or US-5943652-$ or US-5956024-$ or US-5966695-$ or US-5999908-$ or US-6020883-$ or US-6195651-$ or US-6311162-$ or US-6327574-$ or US-6345281-$ or US-6370231-$ or US-6389400-$ or US-6401085-$ or US-6430496-$ or US-6430562-$ or US-6446076-$ or US-6460036-$ or US-6574621-$ or US-6581069-$ or US-6587851-$).did. or (US-6625651-$ or US-6697824-$). did.	US-PGPUB; USPAT	OR	ON	2004/12/14 09:16
S36	7	S35 and ((recommend$8 or instruction$2 or advice or suggest$4) with (interact$3 or talk$3 or speak$3 or handle or help$3 or assist$3))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 11:09
S37	14	((customer adj (service or relationship or relations or assistance)) or help?desk or (help adj desk) or help?line or (help adj line) or (call adj center)) and ((attitude or mood or sensitivity or behavior$2) near1 (customer or caller or requestor or requester)) and ((recommend$8 or sample or example or exemplary or instructions or instructional or advice or advis$3) near3 (interact$4 or treat$5 or handle or handling or "deal with" or help$3 or assist$3) near2 (customer or caller or requestor or requester))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 12:12

S38	7	((customer adj (service or relationship or relations or assistance)) or help?desk or (help adj desk) or help?line or (help adj line) or (call adj center)) and (((attitude or mood or sensitivity or behavior$2) near3 (customer or caller or requestor or requester)) same ((recommend$8 or sample or example or exemplary or instructions or instructional or advice or advis$3) with (interact$4 or treat$5 or handle or handling or "deal with" or help$3 or assist$3)))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 12:30
S39	21029	(707/1 707/2 707/3 707/10 707/104$3 705/1 705/7 705/8 705/9 705/10 705/11).ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 12:31
S40	694	S39 and ((customer or caller or requester or requestor or client) with (behavior or mood or attitude or temper$9 or sensitivity))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 12:32
S41	41	S40 and ((recommend$8 or produc$3 or provid$3 or instruct$4 or guidance or guiding or advice or advis$3 or example or sample or exemplary) near3 (interact$5 or handle or handling or "deal with" or treat$6 or help$3) near3 (customer or caller or requester or requestor or client))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 12:37
S42	20	S41 and @ad<="20010629"	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2004/12/14 12:37